

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF
DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT**

DTHM 0234: FRONT OFFICE OPERATIONS

STREAMS: DTHM

TIME: 2 HOURS

DAY/DATE: THURSDAY 11/12/2014

2.30 PM – 4.30 PM

INSTRUCTIONS:

SECTION A (ANSWER ALL QUESTIONS) 30 MARKS

1. Define the following terminologies [4 marks]
 - (a) Front office
 - (b) Reservations
2. Highlight the function of the front office department [5 marks]
3. Describe the check in procedure of a guest [5 marks]
4. Briefly explain ways in which the front office staff can reduce the impact of no-show guest in a hotel. [6 marks]
5. Outline five equipments used in the reservation area. [5 marks]
6. Briefly explain the main duties of a reservations manager. [5 marks]

SECTION B (ANSWER ANY TWO QUESTIONS) 40 MARKS

7. With the aid of a diagram describe the activities involved in the four stages of the guest cycle. [20 marks]
8. (a) Discuss how front office staff can participate in a hotel security effort to maintain guest safety. [10 marks]

- (b) Explain how technology has enhanced operations in the front office department. [10 marks]
9. (a) Explain the various ways through which hotels can be categorized [10 marks]
- (b) Discuss the relationship between the front office and other departments in the hotel. [10 marks]
-